

IT GAP Assessment Document

ABC PVT LTD

Corporate Address

ABC India Pvt Limited

ABC Towers

560037

Bangalore India

Record of Revisions

The following is a list of revisions made to this document.

Rev	Date	Pages Affected	Person Responsible	Signed Off By
1	July 15 , 2011	All	Anuj Sharma	Anuj Sharma

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Introduction

In information technology, gap analysis is an assessment that helps identify differences between information systems or applications. A gap is sometimes called "the space between where we are and where we want to be." The gap analysis helps bridge that space by highlighting which requirements are being met and which are not. Gap analysis provides vitals inputs for the optimal use of Information Technology Infrastructure, and improving the current service levels to match defined service levels.

This document will help the organization in the following ways:-

- **Identify the current metrics of service levels delivered by the IT Department.**
- **Identify the gaps between the current service level metrics and defined service levels metrics.**
- **Provide recommendations for bridging the gap between metrics.**
- **Will help in utilizing the current resources optimally.**
- **Will act as a base line document for future analysis, and improve upon services in a phased manner.**

ABC Pvt Ltd GAP analysis panel

Name	Business Unit	Applications	Contact Details
John Bevan	Production	SAP	John Bevan Email:- john.b@abc.com Contact:- 9999999999
Peter Jane	Operations	SAP	Peter Jane Email:- peter.j@abc.com Contact:- 9999999999
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Abdul Qadir	Finance	Business By Design	Abdul Qadir Email:- abdul.q@abc.com Contact:- 9999999999
Sahil Sambyal	IT	Remedy, MS Exchange, EMC Networker	Sahil Sambyal Email:- sahil.s@abc.com Contact:- 9999999999

Business Unit Specific Gap Analysis

Business Unit :- Production

Gap Analysis:-

Current Vendor is not able to deliver services as desired by the organization.

Recommendations:

- *Below points should be discussed with the current support vendor.*
- *If Vendor refuses to provide the desired services, look for another vendor.*

GAP ANALYSIS METRICS	Met	Somehow Met	Not Met	Strengths	Weakness
Consolidated SAP portal for all the Production Units in India.	Yes			Dedicated IT Portal Team for designing Production SAP Portal.	Portal Team is outsourced.
24X7 Portal Support Services			Yes		Outsourced Vendor doesn't provide 24X7 Support Assistance.
24X7 Portal Availability			Yes		Outsourced Vendor doesn't provide 24X7 assurance.
RPO	Yes				
RTO	Yes				

Business Unit :- Operations

Gap Analysis:-

Current Vendor is not able to deliver services as desired by the organization.

Recommendations:

- Below points should be discussed with the current support vendor.
- If Vendor refuses to provide desired services, look for another Vendor.

GAP ANALYSIS METRICS	Met	Somehow Met	Not Met	Strengths	Weakness
Consolidated SAP portal for all the Operation Units in India.	Yes			Dedicated IT Portal Team for designing Production SAP Portal.	Portal Team is outsourced.
24X7 Portal Support Services			Yes		Outsourced Vendor doesn't provide 24X7 Support Assistance.
24X7 Portal Availability			Yes		Outsourced Vendor doesn't provide 24X7 assurance.
RPO	Yes				
RTO	Yes				

Business Unit:- Human Resources

Gap Analysis:-

Current Metrics match the desired metrics.

Recommendations:

- An alternate third party vendor should also be engaged for redundancy purposes.

GAP ANALYSIS METRICS	Met	Somehow Met	Not Met	Strengths	Weakness
Employee Portal with PF, Leave and Medical details at one place.	Yes			Dedicated Internal IT Team for Designing HR Portal.	
24X7 Employee Helpline	Yes			Outsourced to third party vendor.	Dependency on third party vendor.
Ticket Logging Portal	Yes			Dedicated Internal IT Team for Designing HR Portal.	
RPO	Yes				
RTO	Yes				

Business Unit :- Information Technology

Gap Analysis:-

ESX Server is a single point of failure for the VMs running on it, as HA is not configured.

No staff with knowledge of ISO 27001 compliance to enforce compliance in the organization.

Recommendations:

- ESX HA should be configured.
- External agency should be engaged for ISO 27001 compliance.

GAP ANALYSIS METRICS	Met	Somehow Met	Not Met	Strengths	Weakness
80% Server Virtualization	Yes			Vmware Deployed	HA not configured.
Storage Consolidation	Yes			VPLEX Deployed	
DR Setup Readiness	Yes			Recover Point Deployed	
DR Test Drill	Yes				
ISO 270001 Compliance			No		No Staff with compliance knowledge.
FCoE Backbone	Yes				
MS Exchange 2010 Migration	Yes				

Summary: -

- Third party vendor should not be a single point of failure for the Business operations.
- Work should be delegated to at least two vendors to have redundancy.
- Third Party Agency should be engaged for ISO 27001 compliance.
- ESX Servers should be deployed in clusters using the DRS feature of ESX.